



P.O. Box 168025  
Sacramento, CA 95816

Providing information technology services to  
California Health and Human Services Agency Departments

## JOB OPPORTUNITY



Arnold  
Schwarzenegger,  
Governor

**CLASSIFICATION:** Staff Information Systems Analyst (Specialist)

**POSITION LOCATION:** Health and Human Services Agency Data Center (HHSDC)  
Interim Statewide Automated Welfare System (ISAWS)  
8810 Cal Center Drive  
Sacramento, CA. 95826

FREE PARKING

**SALARY:** \$4,507 - \$5,480

### **Duties/Responsibilities:**

The Remedy Support Specialist will conduct business in a professional manner leading to exemplary customer service. Under the general supervision of the Data Processing Manager I, the Remedy Support Specialist, Staff Information Systems Analyst (SISA) is responsible for independently initiating, overseeing, and delivering system changes for all Interim Statewide Automated Welfare System (ISAWS) System Support (ISS) organization Remedy applications. In addition, the Remedy Support Specialist is responsible for providing production support for users of all ISAWS Remedy applications. The ISAWS application is operational in 35 consortium counties. The SISA independently analyzes user requirements to ensure effective implementation, maintenance and ongoing operation of the Remedy applications. The SISA develops documentation, requirement documents, test plans, and change summaries necessary to support the application maintenance of the Remedy applications. The SISA performs the following: monitors assigned project activities to ensure application software changes are developed, tested, implemented timely, and that internal and external stakeholders are notified; analyzes the most complex and sensitive issues; efficiently and effectively evaluates and resolves the more complex application and process issues; and, acts as a liaison with all stakeholders and users of the Remedy applications. The Remedy Support Specialist acts as project lead for development and implementation of high profile Remedy applications. The Remedy Support Specialist acts as back-up to the supervisor as necessary.

### **Desirable Qualifications:**

- Understand the importance of good customer service and the necessity of effective communication to meet customer's business needs.
- Experience with using the Remedy development tools.



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- Experience with using the Crystal Reports design tools.
- Experience with using the Remedy Help Desk software.
- Experience with using facilitation and negotiation techniques.
- General knowledge of the Remedy licensing concepts, processes and procedures.
- General knowledge of Project Management objectives.
- General knowledge of the System Development Life Cycle.

### **Who May Apply:**

- HHSDC employees who are at or have lateral transfer eligibility to the Staff Information Systems Analyst (Specialist) classification.
- Persons who have list eligibility. (If applicable, please indicate that you have list eligibility for this classification on your application.)
- SROA/Surplus candidates are encouraged to apply. (If applicable, please indicate on your application that you are an SROA/Surplus candidate.)

Inquiries regarding this position may be directed to Troy St. Mary at (916) 255-0423.

**Please reference RPA# 05-054 on your application.**

**Final Filing Date:** October, 13, 2004

### **Submit applications/resumes to:**

Health and Human Services Data Center  
Attention: Joyce Warren  
P.O. Box 168025  
Sacramento, CA 95816

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AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.